

## Working Group for the Initial Complaint Review and Mediation Scheme

### Key points and actions from the conference call at 1pm on 31 October 2013

#### Present:

Sir Anthony Hooper (**SAH**) Chair  
Kay Linnell (**KL**) JFSA  
Ian Henderson (**IH**) Second Sight  
Ron Warmington (**Ron W**) Second Sight  
Andy Parsons (**AP**) Bond Dickinson  
Claire Parmenter (**CP**) Bond Dickinson  
Shirley Hailstones (**SH**) Post Office  
Rodric Williams (**Rod W**) Post Office  
Belinda Crowe (**BC**) Post Office  
Suzie McGregor (**SM**) Post Office

#### 1. New Applications. The Working Group agreed:

- a. Applications M066, 67, 68, 69, 70, 71, 72, 74, 75, 76, 77 and 78 to be accepted onto the Scheme.
- b. M073 (currently subject to legal proceedings). Further information on the status of the proceedings, and how they would interact with the Scheme, is to be obtained before a decision is taken as to whether or not to accept the applicant onto the Scheme.

**Action: AP to circulate an email during the week commencing 4 November setting out how best to handle the application.**

#### 2. Matters arising from existing applications. The Working Group agreed:

- a. M023 – the applicant is content with the outcome of Post Office's internal investigation. The Working Group agreed that Second Sight will write to the applicant to confirm that she wishes to withdraw her application. **Action Ron W**
- b. M017 – the application did not contain sufficient detail to be entered onto the Scheme and the applicant was asked to send additional information. The applicant has indicated that further information will be provided by the end of the month. The Working Group agreed to await receipt of further information from the applicant.

#### 3. Completed case questionnaires. The Working Group agreed:

- a. The submissions in case questionnaires for applications M01, 9, 22 and 28 are sufficiently detailed to proceed to the next stage.
- b. M032 – the level of detail within the applicant's case questionnaire is not sufficient. It appears to have been prepared by the applicant without the assistance of the professional advisor. The applicant's professional advisor is yet to return the funding agreement. The Working Group agreed that Second Sight is to notify the applicant that it is waiting for a response from the applicant's professional advisor. **Action Ron W**

#### 4. JFSA guidance for applicants. A review of the applications received to date shows that some professional advisors are not detailing all losses the applicant may have suffered. The Working Group agreed that the JFSA, with the assistance of Second Sight, will draft a guidance note to assist professional advisors which will be posted on the JFSA website. The guidance note will be circulated to the Working Group. **Action KL and Ron W**

5. **Applicants in bankruptcy.** A number of potential applicants are currently/or have been subject to bankruptcy proceedings. As a result the rights in any potential claim may no longer lie with the applicant but with Trustee in Bankruptcy. The Working Group agreed that bankrupt or previously bankrupt applicants may be accepted onto the Scheme, but the investigation of those claims will be paused until the ownership of any claim has been clearly established.
6. **Next Meetings:** The Working Group agreed that the next Case Review call will be 1pm Thursday 7 November 2013  
**Action: SM to email members to confirm arrangements for Thursday's conference call.**